

SUSAN L. FRANZEN



Strategic, visionary leader for growth, change, and performance improvement

Strategic thinker, skilled at navigating complex situations, identifying opportunities for improvement, and propelling change to improve performance. Collaborative leader who blends the strengths of institutional and community partners to drive desired outcomes.

Core Competencies

- ✦ Alignment and execution
- ✦ Change agent/management
- ✦ Communications and presentations
- ✦ Conference and event planning
- ✦ Convening / facilitation / focus groups
- ✦ Financial management / P&L
- ✦ Leadership, staff development, and executive coaching
- ✦ Organization design and development
- ✦ Process design / reengineering
- ✦ Program management
- ✦ Strategic planning and execution
- ✦ Technology implementation
- ✦ Training design and development

Role History

Assistant Vice Chancellor
Director, Shared Services Innovations
Director, Leadership Institute
President
Account Executive

The University of Texas System 2016-Current
The University of Texas System 2011-2016
The University of Texas System 2008-2011
LifeU, Inc. 1993-2011
Siemens 1989-1993

Strategic and Operational Performance

- Led the strategic planning process for over 50 leadership teams (for-profit, non-profit, and university organizations).
- Planned and moderated six higher education and business highly interactive conferences and summits with 200 to 1200 attendees.
- Facilitated over 165 strategic retreats at department to board level (for-profit, non-profit, and university organizations).
- Achieved 77 percent completion of 26 organizational change initiatives within 18 months.
- Distilled 155 improvements to 75 that resulted in time and effort reduction of 11k work hours (\$485k) savings and \$366k in cost avoidance.
- Developed model and structure for university data governance.
- Consolidated seven work locations (600+ staff) into a 19-story building, shifting the office to workstation ratio from 70/30 to 45/55.
- Led the integrated change management and training efforts for a multi-institution PeopleSoft implementation – on time and under budget.

- Led the change management efforts for 12 campuses to create transformation in medical education.
- Reduced leadership development costs by \$1.5M while achieving an effectiveness rating of 91% (10% higher than industry average).
- Designed, developed, and facilitated over 100 leadership education learning modules.
- Grew business by 15 percent/year over for 18 years.

Education

MASTER OF NEUROSCIENCE OF LEADERSHIP (2016)

Middlesex University, London England

BACHELOR OF BUSINESS ADMINISTRATION (1988)

Elmhurst College, Elmhurst Illinois

Certifications

DiSC Behavioral Theory	Coach University
Karass Negotiation	Kirkpatrick Evaluation
Dale Carnegie	The Leadership Challenge
Boston University Training & Development	Prosci Change Management

Affiliations

HOSPICE AUSTIN (2003-CURRENT)

Vice Chair
 Chair, Personnel and Compensation Committee
 Chair, Marketing Committee
 Volunteer

THE ORGANIZATIONAL DEVELOPMENT NETWORK (2015-2017)

Director, Education

THE NEUROLEADERSHIP INSTITUTE (2003-2017)

Member

METROPOLITAN BREAKFAST CLUB (2003-2009)

Vice Chair
 Board Member

GREATER AUSTIN HISPANIC CHAMBER OF COMMERCE (2003-2008)

Executive Committee
 Board Member

References available upon request